MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2015/2016

TER3161 – ENTERPRISE RESOURCE PLANNING

(All sections / Groups)

07 OCTOBER 2015
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This examination paper consists of 4 pages including cover page.
2. Answer **FIVE** out of **SIX** questions.
3. All questions carry equal marks and the distribution of the marks for each question is given.
4. Write all your answers in the Answer Booklet.

Attempt FIVE questions only.

Question 1 (10 marks)

As a system developer, you are assigned to develop an Enterprise Resource Planning (ERP) system for a food manufacturing company. Answer the following questions accordingly.

(a) List SIX basic modules of ERP system which supports the company's business functions. [3 marks]

(b) In order to create a module for product marketing and sales, identify TWO inputs which you require from users and TWO outputs which may be generated for users. [2 marks]

(c) The company's General Manager, Mr. Tan has raised his doubts regarding the cost of an ERP system. From a system developer point of view, assure him by describing FIVE benefits of implementing an ERP system. [5 marks]

Question 2 (10 marks)

An ERP system like SAP ERP treats the sales order process as a cycle of events. A sales order may be defined by up to six events or tasks.

(a) The first step in the sales order process cycle is the Pre-Sales Activities. Briefly highlight the importance of this step. [3 marks]

(b) Mr. Huan is a fresh graduate recently appointed and assigned in Mega Inc.'s Marketing Department. Describe critical steps in a sales order process to him. [3 marks]

(c) Mega Inc. has yet to implement an ERP system. A few days ago, a customer called and complained that he has not received his order which was promised to be delivered after two weeks of placing his order. In your opinion, can ERP system help to alleviate this kind of problem? How? [4 marks]

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Question 3 (10 marks)

(a) Assume Global Bike Inc. (GBI) has existing information systems. One of GBI's new customers is Children Bikers Land (CBL). Below is the basic data on GBI and CBL.

Today's date	18/09/2015
Current list price, Deluxe Touring Bike	$1000/unit
Account receivable balance at start of business day, Children Bikers Land, as shown on the list available in Marketing	$15,000
Credit Limit, Children Bikers Land	$25,000

GBI has received an order from CBL, as follows:

Product description	Deluxe Touring Bike
Quantity	12
Customer Purchase Order Number	CBL 1003

There are some documents in CBL's system as follows:

Purchase order CBL1002 dated 18/9/2015 for 8s unit of Deluxe Touring Bike. This order is in CBL's sales order-entry program, but CBL's Accounting Department has not been informed about the order.
A check from Children Biker's Land showed that $5,184 was received yesterday and was entered into Accounting's PeachTree program. The list of account receivable balance that Marketing uses does not reflect this payment.

(i) Given the state of CBL's current system (based on the information shown in Marketing), will credit be granted or denied on the current order (purchase order CBL 1003) for Children Bikers Land? Why? [2 marks]

(ii) What is the actual Children Bikers Land. Identify CBL's account receivable balance (without considering the current order)? [1 mark']

(iii)If CBL's system has processed transaction data in a more timely way, would credit be granted or denied? Justify your answer. [2 marks]

(b) What are the differences between requirements and qualifications? [2 marks]

(c) One of the important functional areas of operation in a company is the Human Resource department. Identify THREE main responsibilities of HR department to a new employee. [3 marks]

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Question 4 (10 marks)

Aminah and Hanum are fresh graduates interested to be self-employed. Recently, they decided to set up a stall for selling *nasi lemak.*

(a) Determine basic processes for their new venture. [5 marks]

(b) After six months of operation, they decided to conduct a value analysis for their business. Briefly explain value analysis. [3 marks]

(c) Two years later, Hanum decided to work with a relative who owns a restaurant in another location. She is no longer interested in her partnership with Aminah. Describe Aminah's new challenges after Hanum left. [2 marks]

Question 5

(a) An ERP system like SAP can prevent or minimise fraud in a company by setting values to *Tolerance Groups*. Briefly explain *Tolerance Groups.* [2 marks]

(b) Apart from Tolerance Groups, describe TWO other ways which may also prevent or minimize fraud in a company. [4 marks]

(c) A successful Supply Chain Management (SCM) is determined based on TWO measures. What are they? Give explanation. [4 marks]

Question 6

CKY Enterprise implements a number of information systems to support its business functions. Recently, the company decided to invest in systems integration.

(a) What are the key benefits and limitations of systems integration? [4 marks]

(b) Instead of integrating existing systems, Mr. Hew, the system analyst of the company suggested to implement ERP system. Describe THREE possible ways to implement an ERP system in the company. [3 marks]

(c) The CEO of CKY Enterprise is willing to consider changing the company's business process to fit the ERP System. In your opinion, what are his reasons for considering this implementation approach? [3 marks]

End of Paper